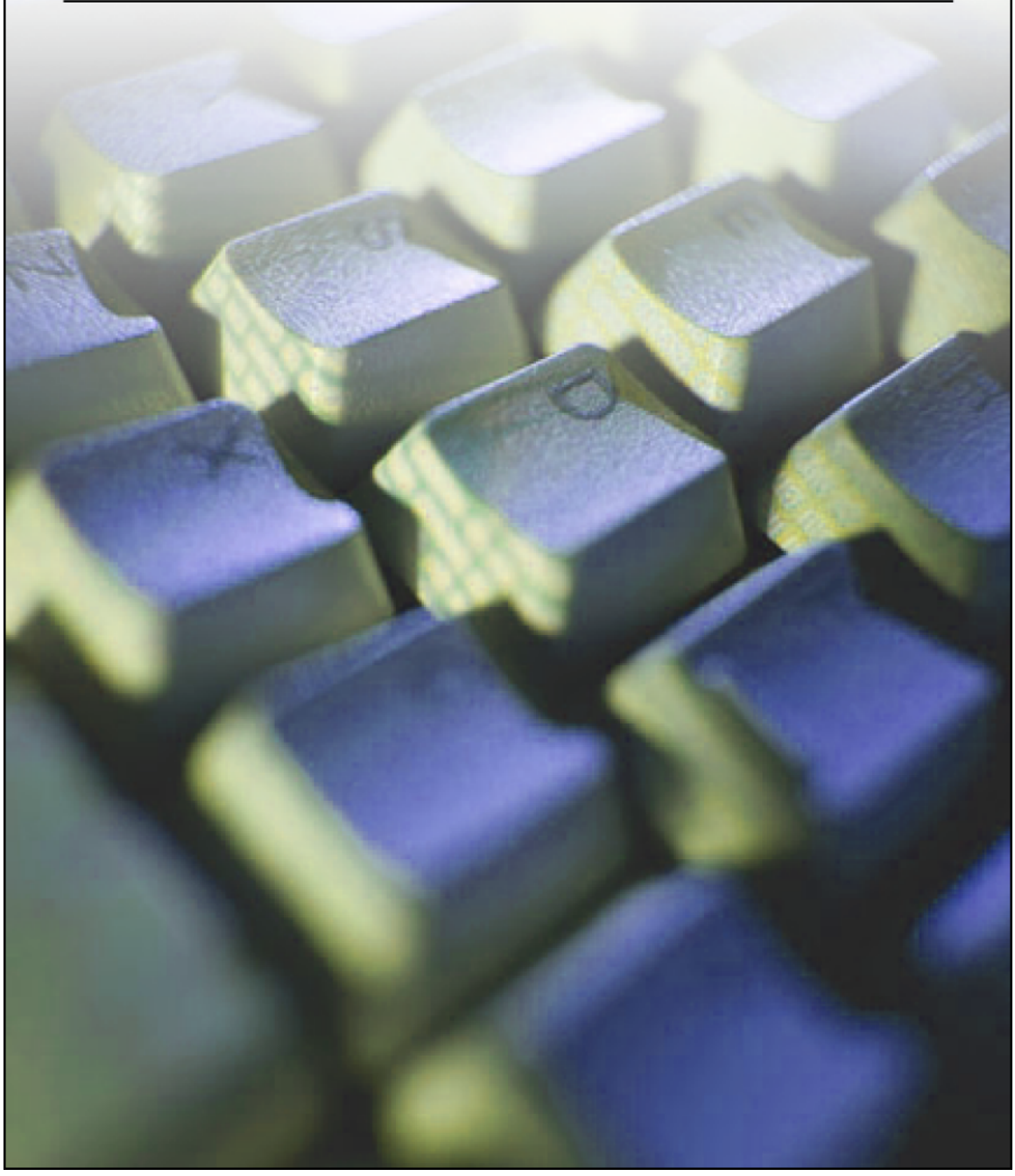
citizen corps

ADMIN USERS GUIDE



Introduction 3
General Structure 3
Admin User Groups 3
Functions Available to Users 4
Managing Councils 4
Requirements for Valid Councils 4
Verifying Councils 5
Creating a New Council 6
Approving a Council 8
Tracking Council Management Activity 10
Deleting or Rejecting a Council 11
Managing Admin Users 11
Password Policy 11
Creating an Admin User 12
Modifying an Admin User 14
Changing a Personal Password 14
Viewing Statistical Reports 16
Site Activity 16
Sending Email 16

Introduction

This guide is intended to provide a brief overview of the Admin portion of the Citizen Corps website < https://www.citizencorps.gov/citizenCorps/admin/index.jsp>, which is password protected.

The majority of the Citizen Corps website is intended for use by the general public. Some of these pages include:

- General information about Citizen Corps, its programs and affiliates
- Listing of Citizen Corps Councils across the country
- Publications
- News and events
- Registration sign up page for both individuals and Councils

The admin portion of the site includes the following functionality:

- Ability to manage Council registrations, subscribers and users
- View statistical reports
- View site activity logs
- Send email
- Download logos and graphics
- Download subscriber information

This document will provide details of each of the admin features listed above.

General Structure

Admin User Groups

Admin User Groups were established based on their jurisdiction using a hierarchical structure with System Administrator at the top and Local Council at the bottom. A “user” is defined as an individual who has been granted a password to access the admin portion of the web site. Each level of user is limited to his/her jurisdiction. (Example: A state level user from Texas will not be able to add/delete/update a Council or user in Florida.)

Complete list of User Groups:

- System Administrator
- National
- Region
- State
- County/Local
- Partners

Functions Available to Users

The admin portion of the site contains the following user functions, however, each user will be assigned specific privileges based on their role and/or jurisdiction.

Manage Councils – users can create/approve/edit/delete Councils within their jurisdiction. Upon approving a Council or editing an existing Council those changes are immediately published on the public area of the website. For information on approving Councils please read the Requirements for a Valid Council and Approving Councils sections.

Manage Users – users can create/edit/delete access for others within their jurisdiction. Example: Regional users can create state users in their region. State users can create County/Local users in their state. Since County/Local users are the smallest level of User Group, they are unable to add users.

NOTE: Because Users cannot grant access to others at the same level, if an additional or backup user is needed for your jurisdiction, someone one level above you must create this additional user. We strongly recommend granting access to no more than 3 users per jurisdiction to facilitate User management. Users who go more than 90 days without logging into the system may be removed.

View Reports – this allows users to view statistical information about Citizen Corps.

Send Email – users can send email to subscribers within their jurisdiction.

NOTE: Since email distribution is based on zip codes, it is important that all Councils have the correct counties or zip codes assigned to them otherwise the email will not reach all of the subscribers covered by the Council. (State Users have the ability to send emails to the entire state or to a specific Council(s) within the state).

Managing Councils

Requirements for Valid Councils

All prospective Citizen Corps Councils must register on the Citizen Corps website and provide all the information requested on the registration form, to include:

1) The name and contact information of a local sponsoring government official whose jurisdiction corresponds to the boundaries of the proposed local Council. Multiple Councils may exist in the same jurisdiction so long as the sponsor and the person verifying the Council (i.e. a person with a higher level of jurisdiction) approves. Recommended Sponsor for various jurisdictions are as follows:

Council Jurisdiction	Sponsor
Town or City	Chief elected official: Mayor, Chairman of the Board of Selectman, Town/City/Emergency Manager
County	Chief elected official: County Commission Chairman/Executive, Emergency Manager
Regional/Multiple Towns or Counties	Citizen Corps State Point of Contact
State	Citizen Corps State Point of Contact / Governor

2) The name and contact information for a point of contact for the Council may not be the same as the sponsoring official (sponsoring officials may also serve as the Council point of contact).

Verifying Councils

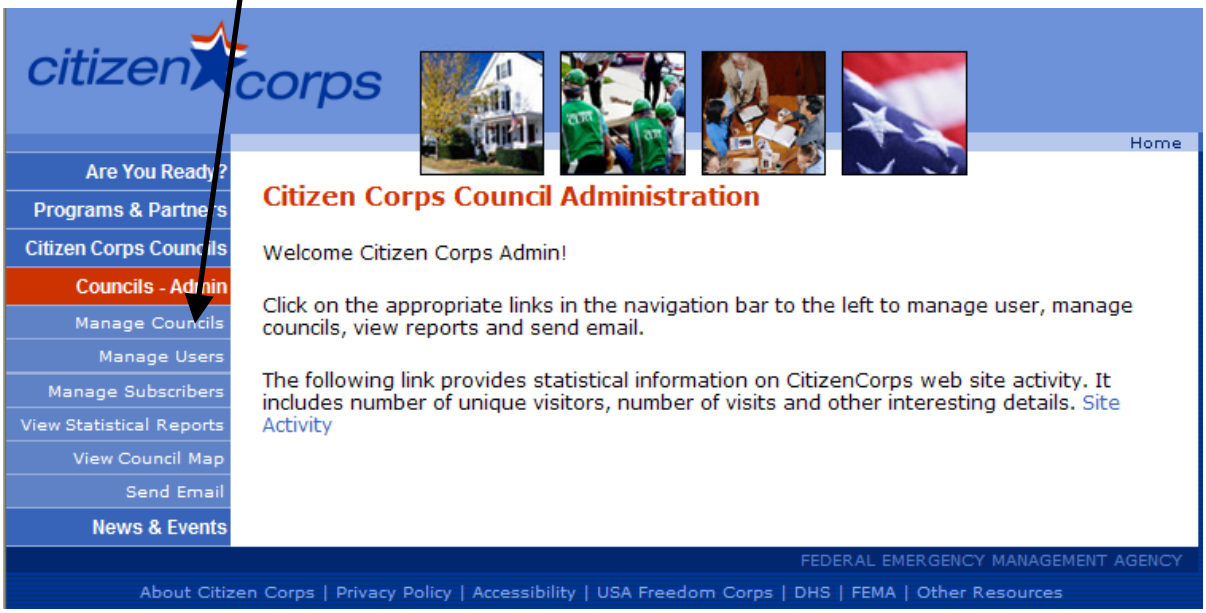
To verify a Council, the Council point of contact listed in the registration should be called and all information contained within the registration should be reviewed for accuracy. Any missing information (email address, web link) should also be obtained.

If the Council point of contact and the sponsoring official do not appear to work in the same office, it is strongly recommended that the sponsoring official also be contacted to verify his/her support of the proposed Council.

Creating a New Council

If a state User is working with a county/local jurisdiction and is aware of an official Citizen Corps Council, the state User may register and then approve that Council.

Step 1 – Click “Manage Councils"



Step 2 – Click on “Register a New Council”

Step 3 – Fill in data as required.

Required Fields:

- Name of the Citizen Corps Council
- Geographic area
- Type of Council: county or local (See step 5 for more info)
- Endorsing official info (Mr./Ms, Name, email, phone)
- POC info (Mr./Ms, Name, email, phone)

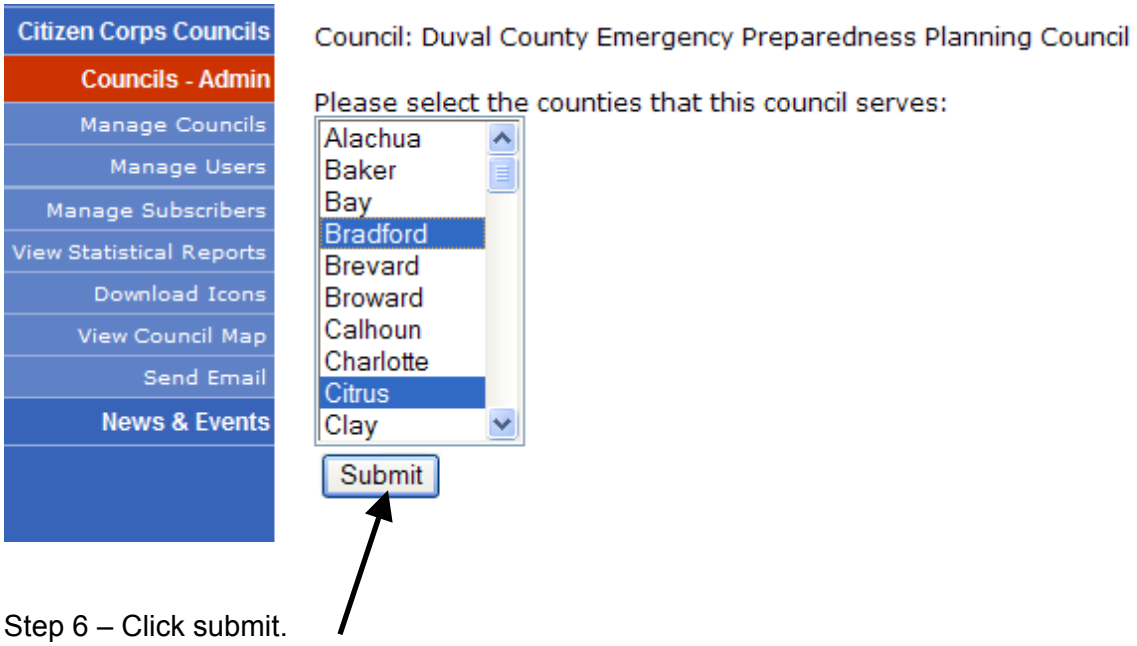
Step 4 – Review the information is accurate and click, “Submit”

Step 5 – Enter jurisdiction information as follows:

Depending on the type of Council selected in Step 3 above (county or local), one of 2 screens will appear.

If the “County” option was selected, a list of all counties in the state where the Council is located will be given. Chose the appropriate county or counties from the list. If the Council is a multi-county Council hold down the “Ctrl” key and click on all appropriate county names. In the example below, 2 counties (Bradford and Citrus) were selected.

If the “Local” option was selected, a list of zip codes in the state where the Council is located will be given. To select more than one zip code from the list, hold down the “Ctrl” key and click on all appropriate zip codes.

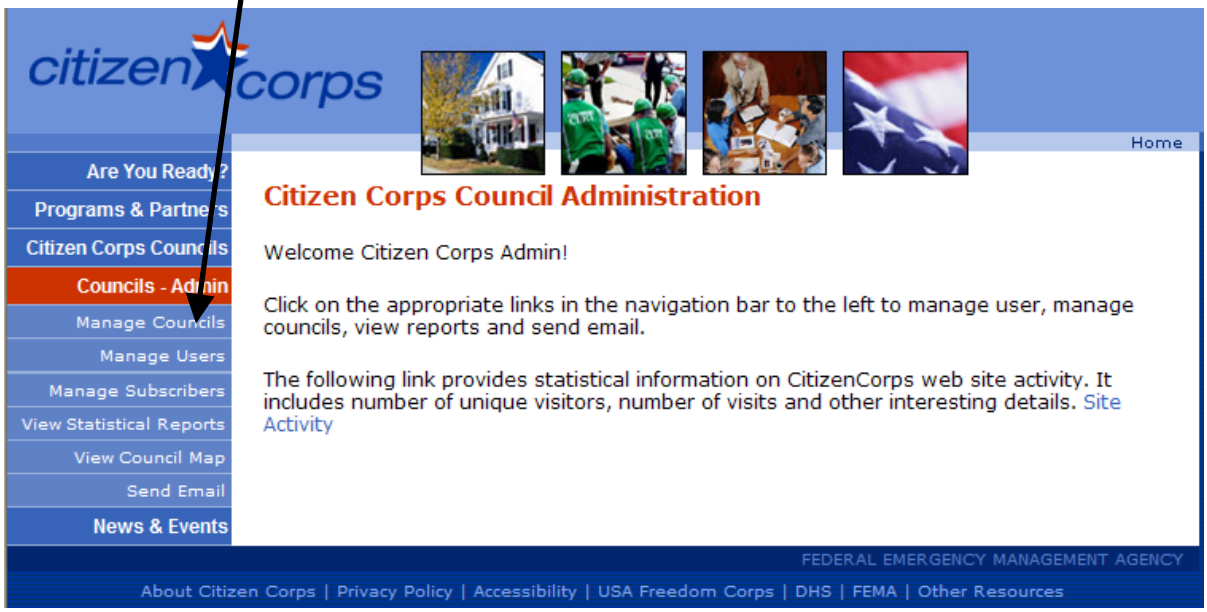


Step 6 – Click submit.

The Council is now registered.

Approving a Council

Step 1. – Click “Manage Councils"

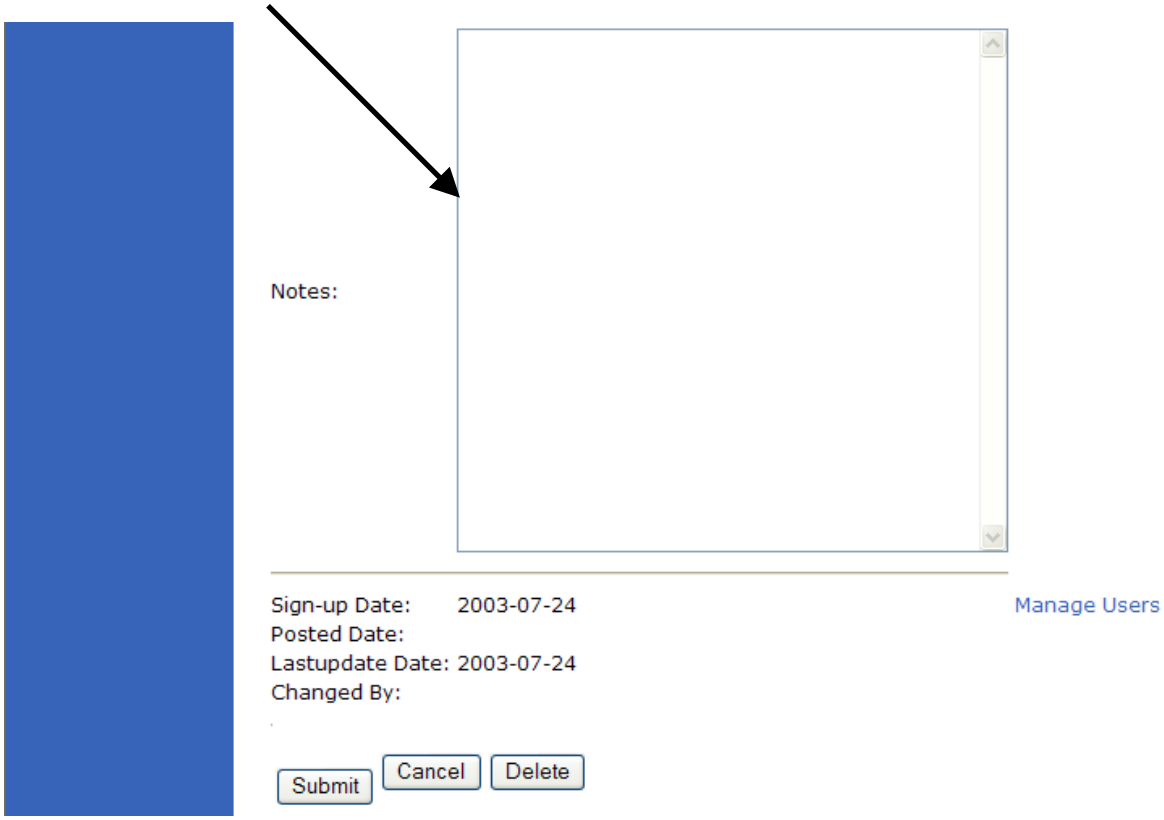


Step 2 – Select “unapproved” Council link.

Step 3 – Locate Council and click on Council name.

Step 4 - Once you have verified that all of the information on the page is correct select the "Approved" button.

Step 5 – The “Notes” field can be used to include extra information about a Council that has not been provided in the other registration fields. IMPORTANT: Be sure to remove any extraneous comments from the “Notes” field because all information in this field will be posted publicly once the Council is approved.



Step 6 – “Click Submit” and the Council will be automatically added to the database and updated on the map.

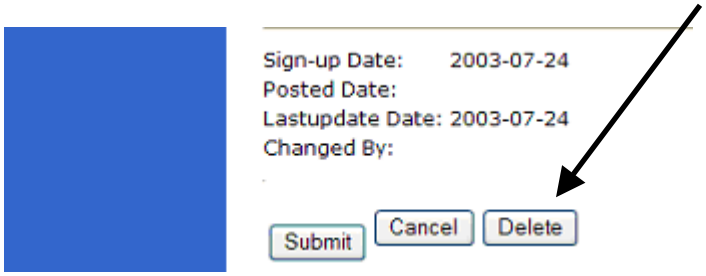
Tracking Council Management Activity

The following data is provided at the bottom of every Council registration page:

Sign up date - Date the Council was registered
Posted Date - Date the Council was approved
Last update Date - Date the record was last modified
Changed By – Name of user who last modified the record

Deleting or Rejecting a Council

If for any reason a Council does not pass the requirements to be considered an "official Citizen Corps Council," that Council should be deleted from the database. To do this, follow the same steps used to approve a Council but click "Delete" instead of submit. (See below) IMPORTANT: Once a Council is deleted all record of that Council will be lost and cannot be retrieved.



Managing Admin Users

Users can create/edit/delete access for others within their jurisdiction. Example: Regional users can create state users in their region. State users can create County/Local users in their state. Since County/Local users are the smallest level of User Group, they are unable to add users.

All Users have the ability to change their passwords and update contact information (name, phone, email address) at any time. In addition, Users have the ability to create/update contact information on behalf of the Users within their jurisdiction. (Example: State Users can update local Users information.)

Password Policy

Passwords for the Citizen Corps Admin site must follow the password policy created by the Department of Homeland Security. As such, the systems requires that all Citizen Corps admin passwords meet the following:

- Passwords must be at least 8 characters (application enforced)
- Passwords must contain a combination alphabetic, numeric and/or special characters (application enforced)
- Passwords will expire every 90 days; a new password must be created before expiration. A user will be informed when his/her password is due to expire and will be prompted to change the password.

In addition, the policy includes the following rules for creating a password:

- Passwords must contain a nonnumeric in the first and last position.

- Passwords must contain no more than three identical consecutive characters in any position from the previous password.
- Passwords shall not contain any dictionary word.
- Passwords shall not contain any proper noun or the name of any person, pet, child, or fictional character.
- Passwords shall not contain any employee serial number, Social Security Number, birth date, phone number, or any information that could be readily guessed about the creator of the password.
- Passwords shall not contain any simple pattern of letters or numbers, such as "qwerty", or "xyz123".
- Passwords shall not be any word, noun, or name spelled backwards or appended with a single digit or with a two-digit "year" string, such as 98xyz123.

NOTE: Currently passwords are issued manually by the person creating the new user. A future enhancement will include an auto-generated password when a user account is created. An email will be sent to the user with a link that will require the user to create a new password after the first login.

Creating an Admin User

Step 1 – Go to the main Council Administration page and select “Manage Users”

https://www.citizencorps.gov/citizenCorps/admin/index.jsp

Step 2 – Select “Create New User”

Step 3 – Fill in user information

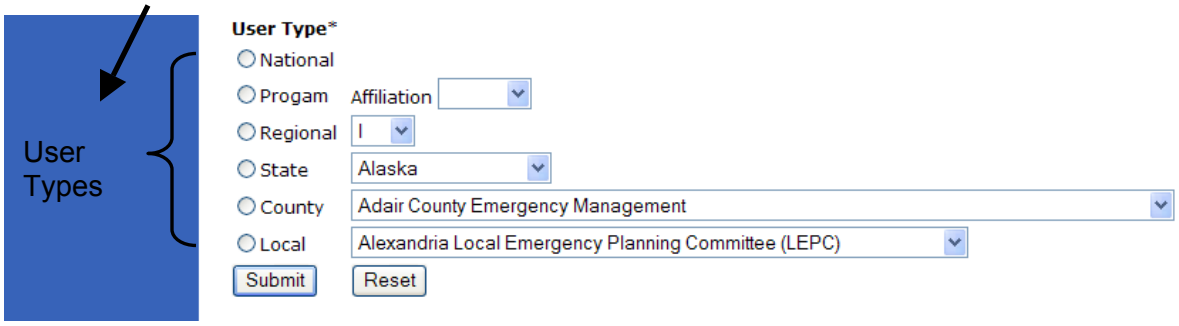
Required fields:

- User Name
- Password *
- First Name
- Last Name
- Phone Number
- Personal Email
- User Type
- Confirm Email

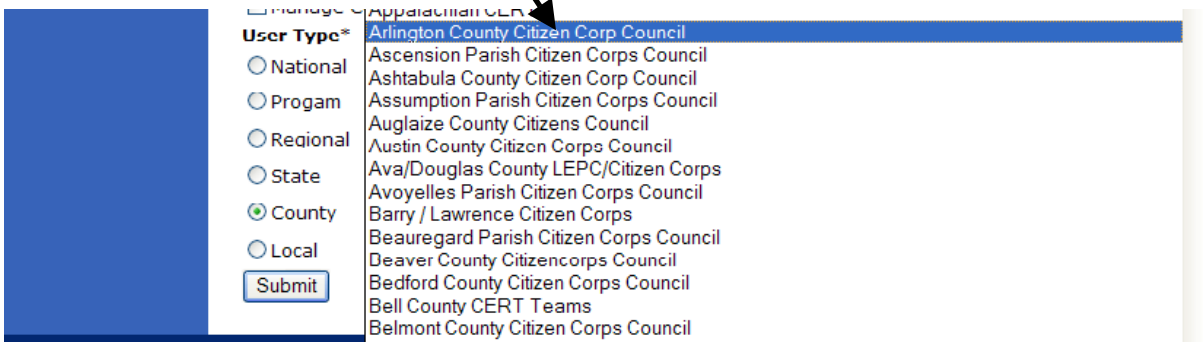
* Passwords must follow the DHS password policy, as noted above.

Step 4 – Assign specific functions. Click on the appropriate check box to assign User only those functions appropriate for their role/jurisdiction. If you are not sure what functions are appropriate for a User, is it better to restrict access initially and add functions as necessary. NOTE: The Partner User Group must ONLY be assigned “View Reports.” Partners will also be able to view “Site Activity.”

Step 5 – Assign “User Type”. Click on the appropriate button for the User.



Step 6 – Select the appropriate Council for that User. Councils must be approved before they will appear in the list of Councils. Example: To assign a user to the *Arlington County Citizen Corps Council* you will select the "County" user type, and then select *Arlington County Citizen Corps Council* from the drop down list.



Step 7 – Click "Submit". The User will be added to the list of Users for that Council, which is included in the "Manage Councils" function.

Modifying an Admin User

Step 1 – From the main admin page (https://www.citizencorps.gov/citizenCorps/admin/index.jsp) select "Manage Users."

Step 2 – Select View and edit existing users. This will display the list of users within your jurisdiction, which can be modified.

Step 3 – Select the user to be edited.

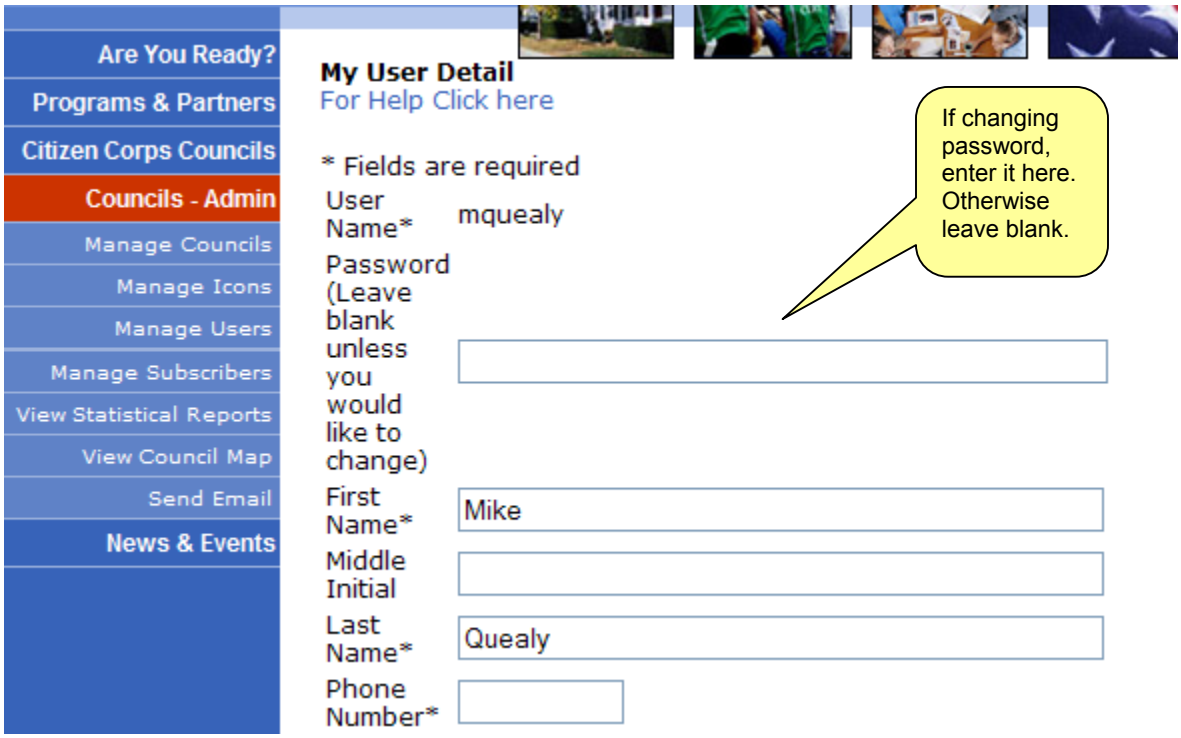
Step 4 – Make necessary changes and click "Submit".

Changing a Personal Password

Step 1 – Select "Manage Users"

Step 2 – Click on "View and Edit my User"

Step 3 – Make appropriate changes then click “Save”



Viewing Statistical Reports

This allows Users to view statistical information from the database including:

- Number of subscribers
- Subscribers by program
- Total population served by existing Councils
- Total approved/unapproved Councils
- Graphs of Councils registration and approval over time

Site Activity

Statistics on Citizen Corps website activity are available via the “Site Activity” link on the Admin portion homepage. Site activity statistics include: visitors, visits, hits, page views, etc. In addition to basic web statistics Users can access more specific information, such as which day has the most activity, peak usage during the day, and which webpage is the most active for Citizen Corps.

Sending Email

Users given this access have the ability to send out emails to subscribers within their jurisdiction.

Here are some recommendations when composing an email.

Do

- Check for grammar and spelling errors
- Use the http:// before any URL or link to a web site (example: http://www.citizencorps.gov)
- Include a return email address (in the “From” field) for questions by subscribers
- Include a “Subject”

Do not

- Include graphics or attachments
- Copy and paste from Microsoft Word. MS Word uses special characters that many email programs cannot decode. This will alter text when it is sent and displayed. Any special character, such as a quotation mark, ampersand, commas, will be translated as a question mark in the text of the email.

Future functionality will include the ability to send attachments of a limited size.